

## **QUALITY ASSURANCE AND UTILIZATION REVIEW ACTIVITIES**

- Utilization review and training activities related to monitoring of MHP program integrity standards, including services provided by subcontractors;
- Utilization review and training activities required as part of clinical performance improvement projects;
- Quality Improvement (QI) Committee meetings, preparation time, documentation of minutes, and follow-up of clinical QI issues;
- Clerical time spent supporting utilization review chart selection, gathering of chart and billing documentation, and follow-up of clinical QA issues;
- QA activities required for development, implementation, evaluation, and revision of clinical practice guidelines;
- Utilization review activities required for Therapeutic Behavioral Services (TBS), assistance with state audits, and federal audits of TBS;
- Personnel time and materials for assisting state and federal auditors with county audits for compliance with External Quality Review standards, and other related Medi-Cal specialty mental health services standards;
- Utilization review activities required as part of medication monitoring;
- Training of SPMP and staff who are directly supporting SPMP for utilization review and QA activities;
- Personnel time required for the operation of management information systems that are necessary for completion of utilization review activities;
- Plan development activities if not billed as case management or other specialty mental health service;